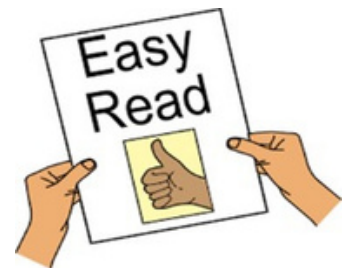


Who may contact you from Adult Social Care?



“Easy Read” does not mean that everyone will find this booklet easy to understand.

Many people will still need help and support to understand what they need to do.



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1. Introduction



Adult social care supports people aged 18 years and over to live healthy and independent lives.



In adult social care there are people who have different jobs.



This booklet explains some of the different jobs and who you may meet.



If you need to speak to any of the teams in this booklet, you can call:

Thurrock First
01375 511000.

2. Thurrock First Advisors



Thurrock First is the team who answers the phone calls and emails for people who want help from adult social care.



They can be called on
01375 511000
or emailed on
Thurrock.First@thurrock.gov.uk



They may contact you by telephone about what help you need, and ask you some questions.



They may complete **assessments** over the phone, or will ask for a different worker to come and see you.

This depends on what you need help with.

3. Social Care Workers



If you have asked social care for help or support, you may be contacted by a Social Care Worker. This may be a social worker or a support planner.



Social workers and support planners have a similar role.

They will complete assessments.



They both aim to:

Have a conversation with you, listen to you, support you, and enable you to improve your life.



Support you to be in control of the decisions about your life.

Help you to make a plan to achieve your outcomes, and explain what your rights are.

4. Urgent Community Response Team



The Urgent Community Response Team is made up of professionals in different jobs. This includes social care workers, nurses, and health care assistants.



The team might contact you if you need a fast change in your care and support, or if something unexpected happens.



For example: A carer going into hospital, or helping someone quickly at home to stop them from needing to go to the hospital or in an emergency.



The team will help you for a short time and may give you advice and information or suggest that you see your doctor.

5. Financial Assessment and Benefit Advisors



A financial assessment and benefit advisor is also known as a FABA.

The team contact number is 01375 652681.



If you receive support from adult social care, you will be asked about having a financial assessment.



A financial assessment and benefit advisor will then have a conversation with you about your money.



They will work out how much you may be charged for your care and support.

They may look at what benefits you may be eligible to receive.

6. Direct Payment Officers



If you have a **Direct Payment**, the direct payment officers may contact and support you.



They may talk to you about how to pay your assessed **charge**, also called a contribution.



They will talk to you about providing **returns** for what you have spent your direct payment on, and that you are spending them to meet your assessment **outcomes**.



If **Purple** are managing your direct payment, they may also speak to them.

7. Local Area Coordinators



Local Area Coordinators are also known as LACs.

They cover all areas of Thurrock.



A Local Area Coordinator will ask you what you want to do, and what would make a better life for you.



They may introduce and connect you to community groups, tell you about activities and volunteering, and provide you with advice and information.



They support you to access the right support and services *if* you need them.

8. Occupational Therapists



Occupational Therapists can help you if you are having difficulties at home.

Occupational Therapists are also known as OT's.



They will help you to look at problem solving solutions, exploring **equipment** or may look at **adaptations** to your home.



This could include **equipment** to help you use your bathroom or toilet, accessing your home, or for you to use the stairs.



They aim to assist you to be **independent** and promote your **wellbeing**.

9. Sensory Workers



Sensory workers support people who have a sight, hearing, or dual sensory impairment.



They will ask you about your sensory impairment and what is important for you.



You will work together to look at how to solve the issues you identify.



This may include being safer in the kitchen or when going out, using equipment or technology, or other things you identify as important for you.



10. What do the **green** words mean?

There are words that have been changed to **green** in this document.
The meanings of these words are listed below:

<u>Adaptations</u>	Adaptations are changes made to your home environment. These include putting in stairlifts and building work.
<u>Assessment</u>	An assessment is when the social care worker talks to you about how your care and support needs can be met.
<u>Benefits</u>	Money from the government to help you if your income is low or you have a disability, for example Universal Credit, or Personal Independence Payment (PIP).
<u>Charge</u>	Money that you pay towards your services.
<u>Direct Payment</u>	A direct payment is money you can be given instead of a service to buy your own support and services.
<u>Eligible</u>	Eligible means you have the right to support because you meet the criteria.
<u>Equipment</u>	Things that help you lead your life more independently. For example hand rails or a bath seat.
<u>Financial assessment</u>	This is completed by a finance officer to work out how much you will pay towards your care and support services.

10. What do the green words mean?

There are words that have been changed to green in this document.
The meanings of these words are listed below:

<u>Independent</u>	Doing things for yourself without needing support from others.
<u>Outcomes</u>	Personal outcomes are what matters to you and what you want to do with your life.
<u>Purple</u>	Purple are a company that help you to pay the people who support you.
<u>Returns</u>	Returns are proof of who you have paid and for what care support.
<u>Rights</u>	Are rules about how you should be treated.
<u>Sight, Hearing, or Dual Impairment</u>	Sight or hearing impairment means you have problems with your eyes which makes it hard to see, or problems with your ears which makes it hard to hear. You can also have both.
<u>Technology</u>	Devices that raise alerts when you need help, or generally help you to live more independently. For example, a pendant alarm or epilepsy seizure mat.
<u>Wellbeing</u>	Wellbeing means being comfortable, healthy, and/or happy.

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Get in touch

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